

IHS/VA Primary Care Team Clinic A Model of Collaboration



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IHS/VA Primary Care Team Clinic

A Model of Collaboration

- **WHO**

- Chinle Service Unit
- Northern Arizona VA Health Care System



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- **WHAT**

- A partnership that allows VA and IHS staff to work side-by-side to enhance the health of American Indian and Alaska Native Veterans through the delivery of quality health services using the strengths and expertise of IHS and VA
- VA personnel working within an IHS facility
- Enhance access for all Veterans residing on or around the Navajo Nation

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- **WHEN**

- JUN 2009: Submit grant to VHA GEC (Office of Geriatrics and Extended Care)
- AUG 2009: Establish Navajo Nation and IHS meetings
- SEPT 2009 -SEPT 2010: Met with Chinle Service Unit (Chinle, Tsaile, Pinon)
- Met with Navajo Nation leaders/Chapters
- DEC 2010 – MAR 2011: Conduct 3 Proof of Concept clinics
 - 33 Veterans Served
 - 8 New to VHA
 - 5 New to Chinle Comprehensive Health Care Facility
 - 26 Applied for benefits



IHS/VA Mobile Team Clinic

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- **WHEN**

Sep 2011: Deploy Clinical Video
Telehealth/Mobile Health Clinic

- Exams Rooms
- Reception
- Telehealth Video
- Lab
- CPRS/Vista



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- **WHEN**

JULY 6, 2012: Official Dedication of VA/IHS Veteran Team Clinic



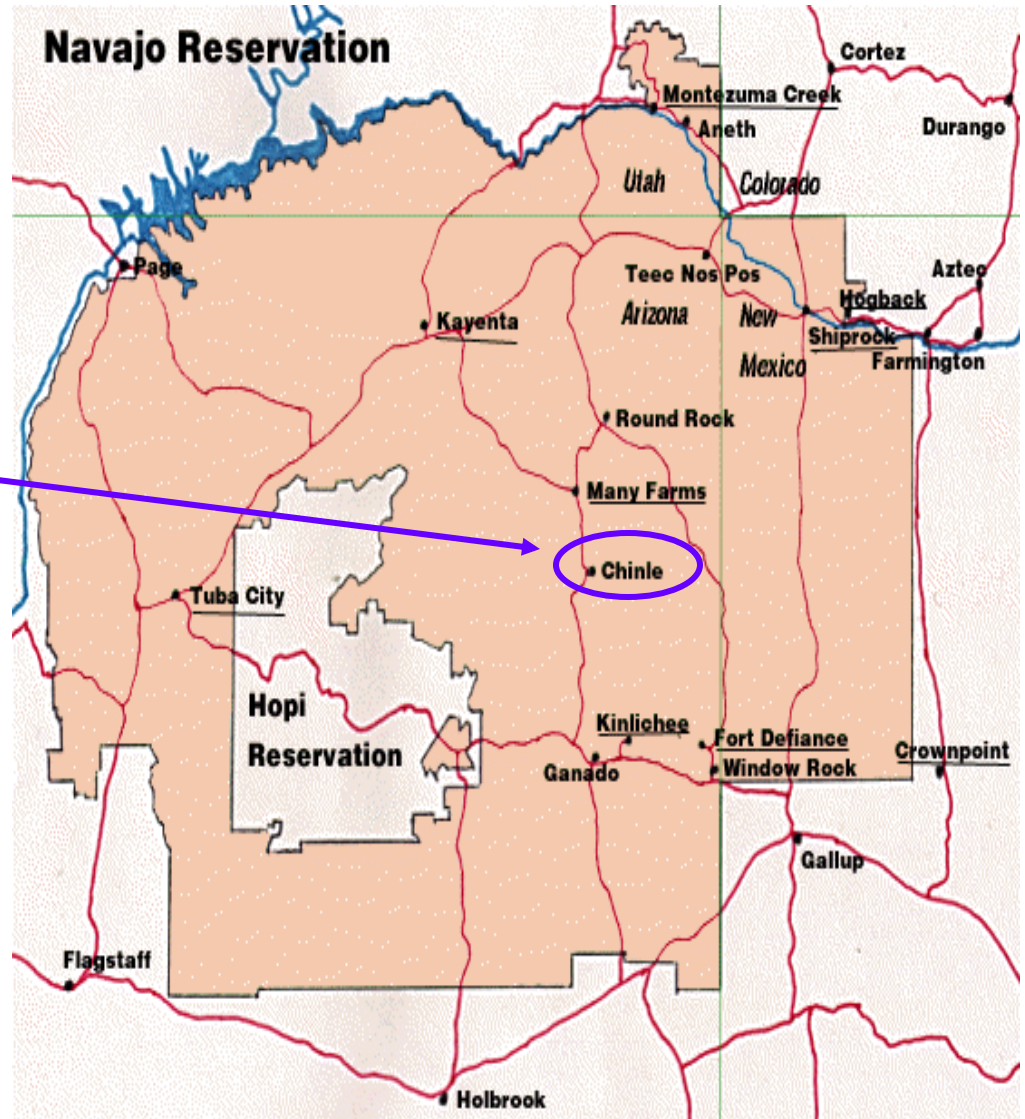
Local Interagency agreement signed and approved by IHS and VA legal counsel

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- **WHERE**

Navajo Nation
Chinle



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- **WHY**

VA MISSION

To care for him who shall have borne the battle, and for his widow and his orphan

IHS MISSION

To raise the physical, mental, social, and spiritual health of American Indians and Alaska Natives to the highest level

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- **WHY**

- Many Rural Veterans
 - Suffer from multiple ailments
 - Never been seen by VA providers
 - Lack reliable transportation
 - Forgo seeking health care



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- **WHY**

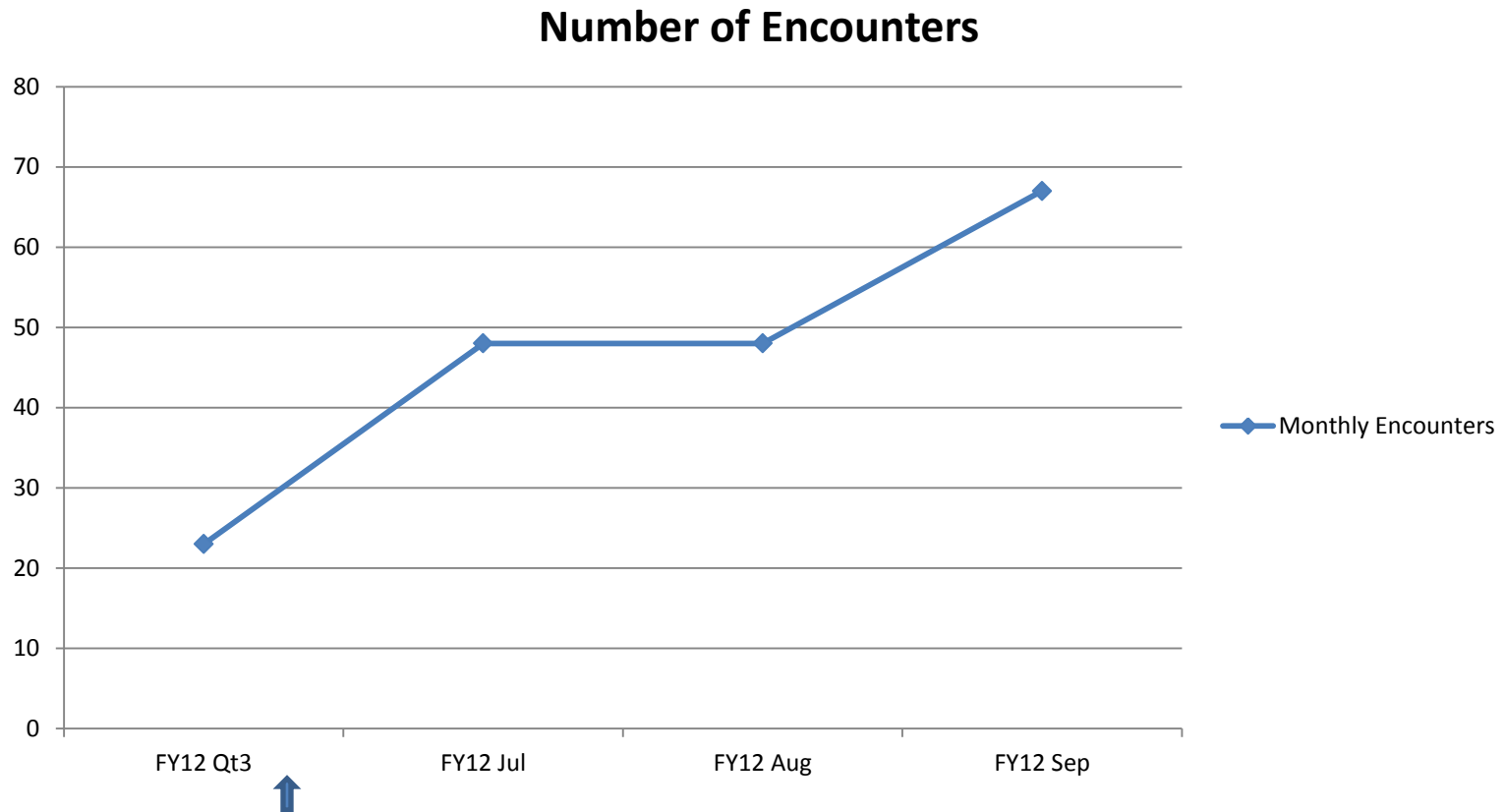
- Enhance local access to VHA Mental Health/PTSD Services
- Enhance access to VHA Primary Care Services
- Leverage strengths of both systems
- Capitalized on shared expertise
- Co-Manage Veterans
 - Medication reconciliation
 - Ancillary support utilization
 - Specialty services
- Expand care via mobile medical unit
- Provide Veteran-Centered Care



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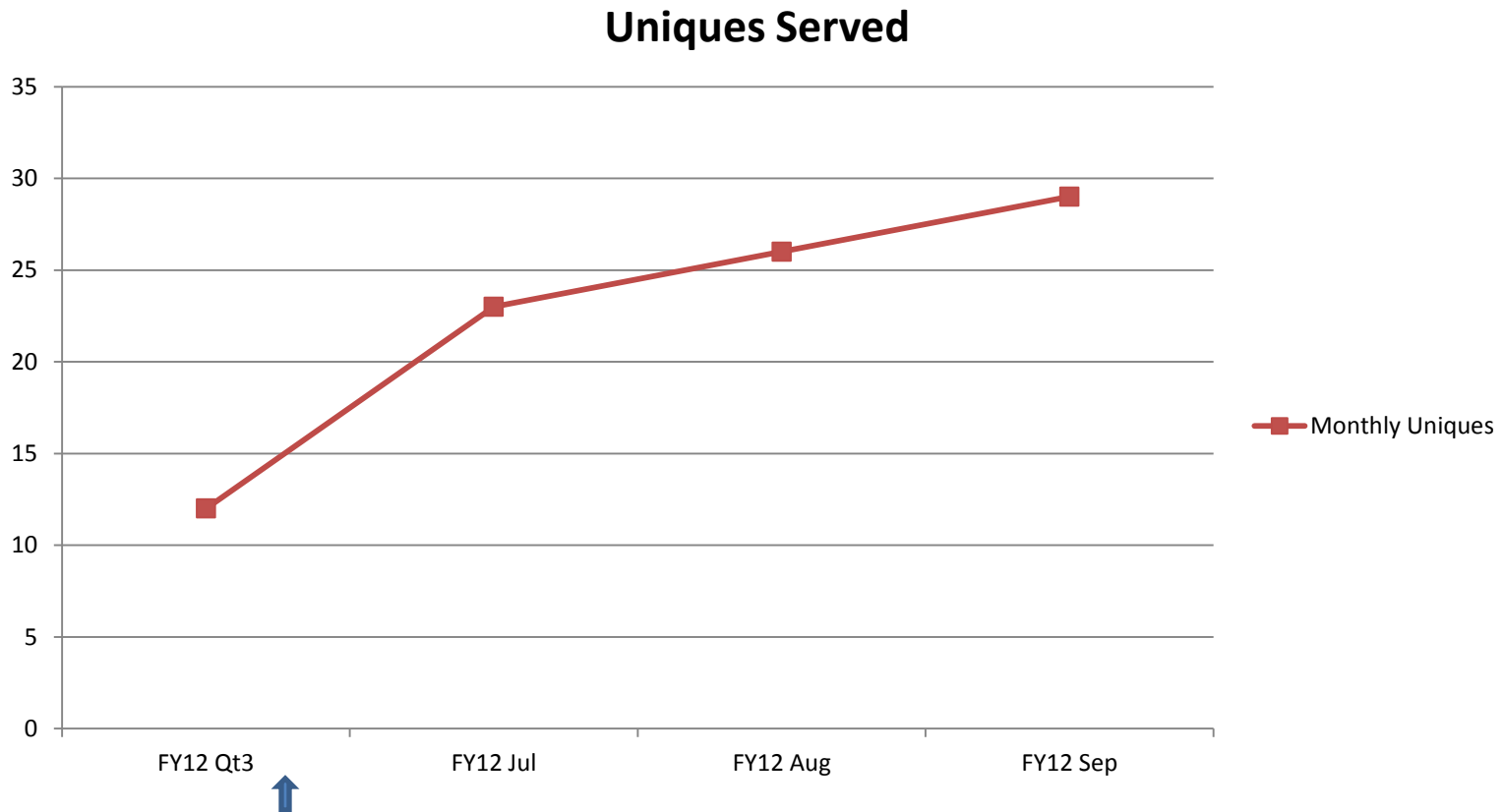
- IMPLEMENTATION**



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- IMPLEMENTATION**



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- **IMPLEMENTATION**

- Experienced slow down in Growth
- Excess capacity
- *PTOCs without steady provider*
- *Veterans traveling to Chinle*
- *Obvious solution*
EXPAND REACH using
VSAT

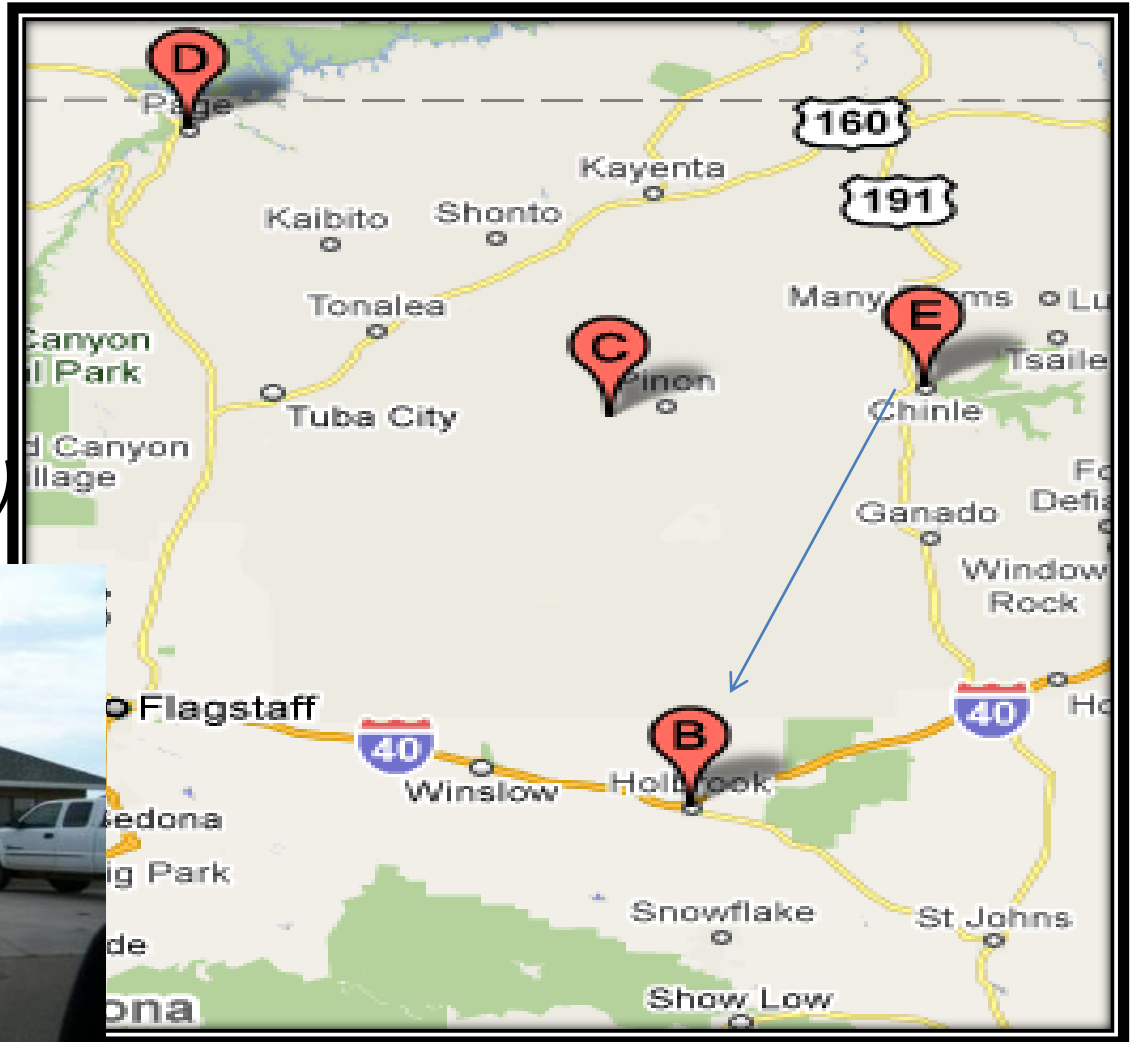


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- **IMPLEMENTATION**

- Clinical Video Telehealth
 - *Maximize VSAT Capabilities*
 - *Holbrook (Sep 2013)*

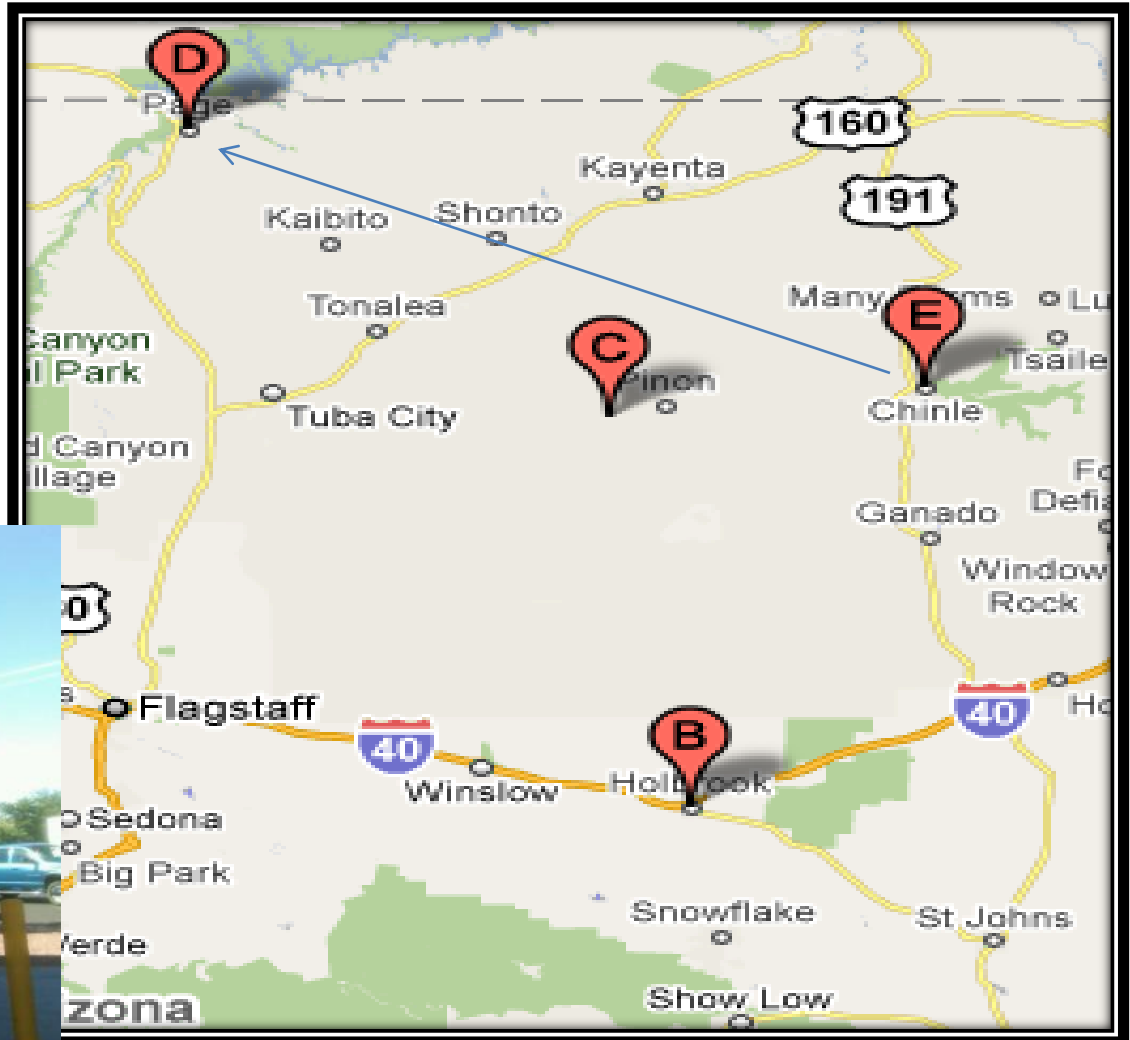


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- **IMPLEMENTATION**

- Clinical Video Telehealth
 - *Maximize VSAT Capabilities*
 - *Page (Jan 2013)*



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- **IMPLEMENTATION**
- *Primary Telehealth Outreach Clinic (PTOC)*
 - *Low cost alternative for rural settings*
 - *Staffed by*
 - *1 RN*
 - *1 LPN*

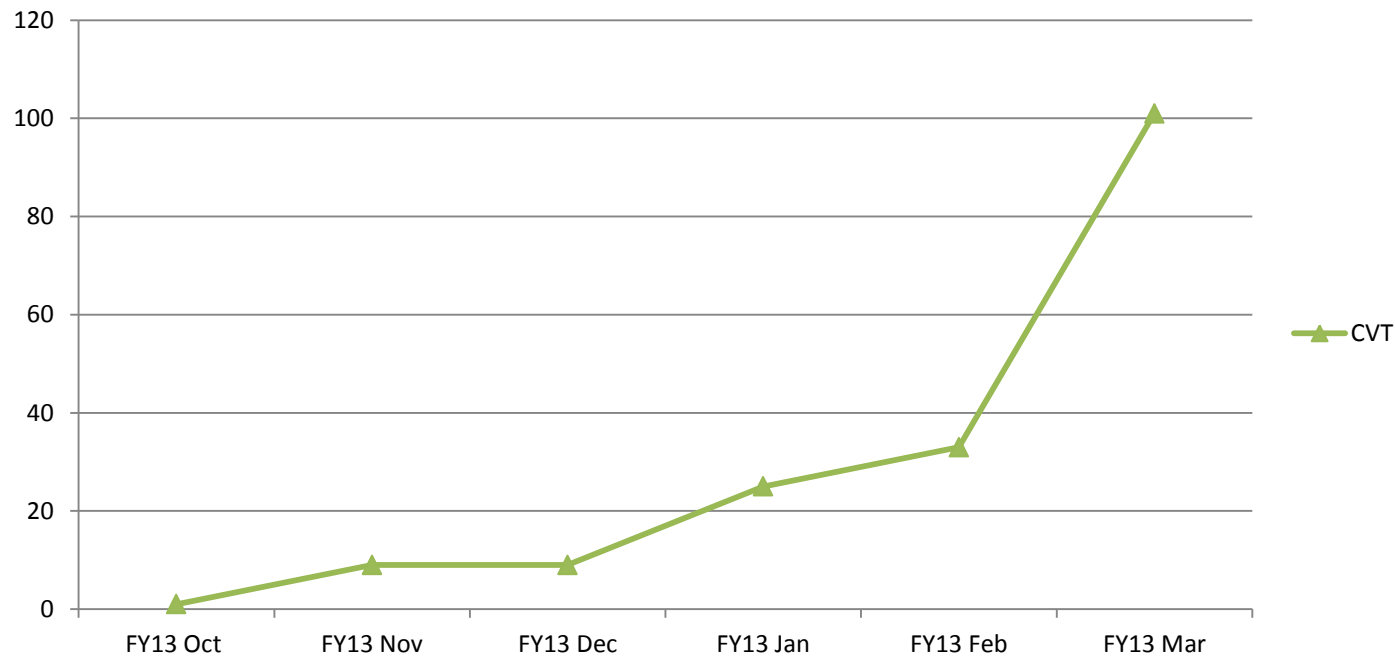


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- **IMPLEMENTATION**
- Clinical Video Telehealth

Clinical Video Telehealth



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- **IMPLEMENTATION**

- Mobile Clinic



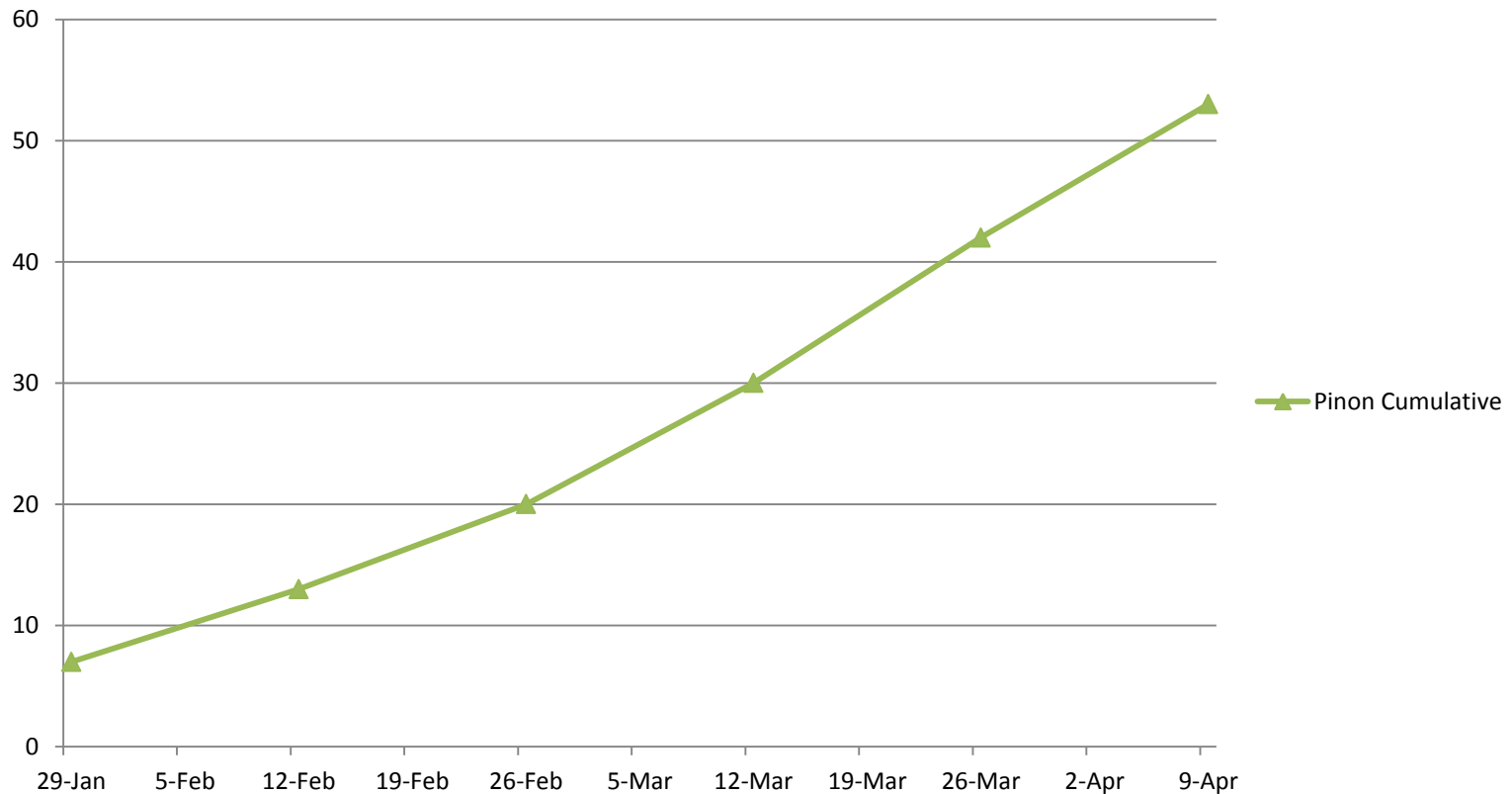
- *Operations*
 - *Started Jan 2013*

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- **IMPLEMENTATION**

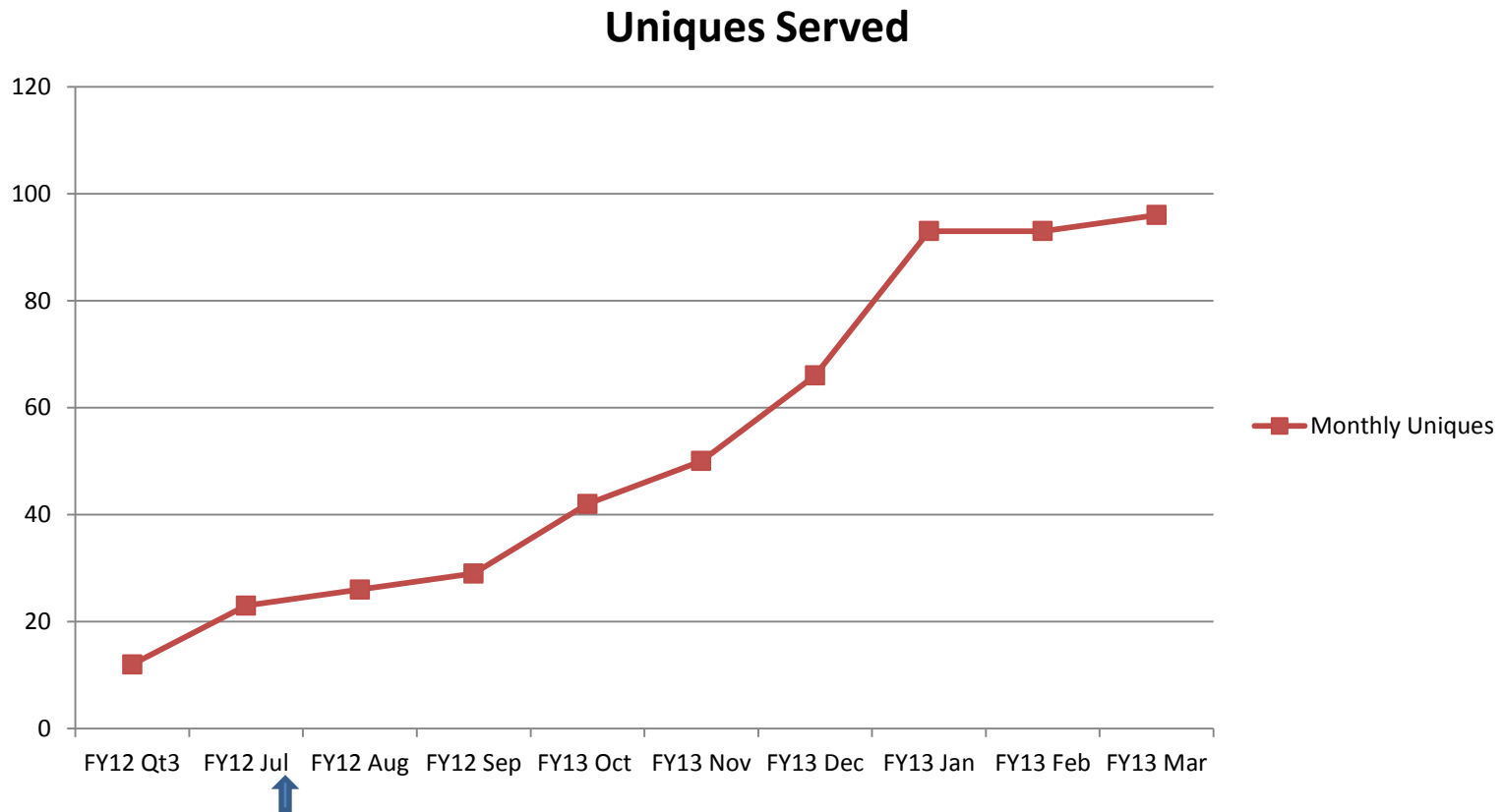
- Pinon Mobile Clinic



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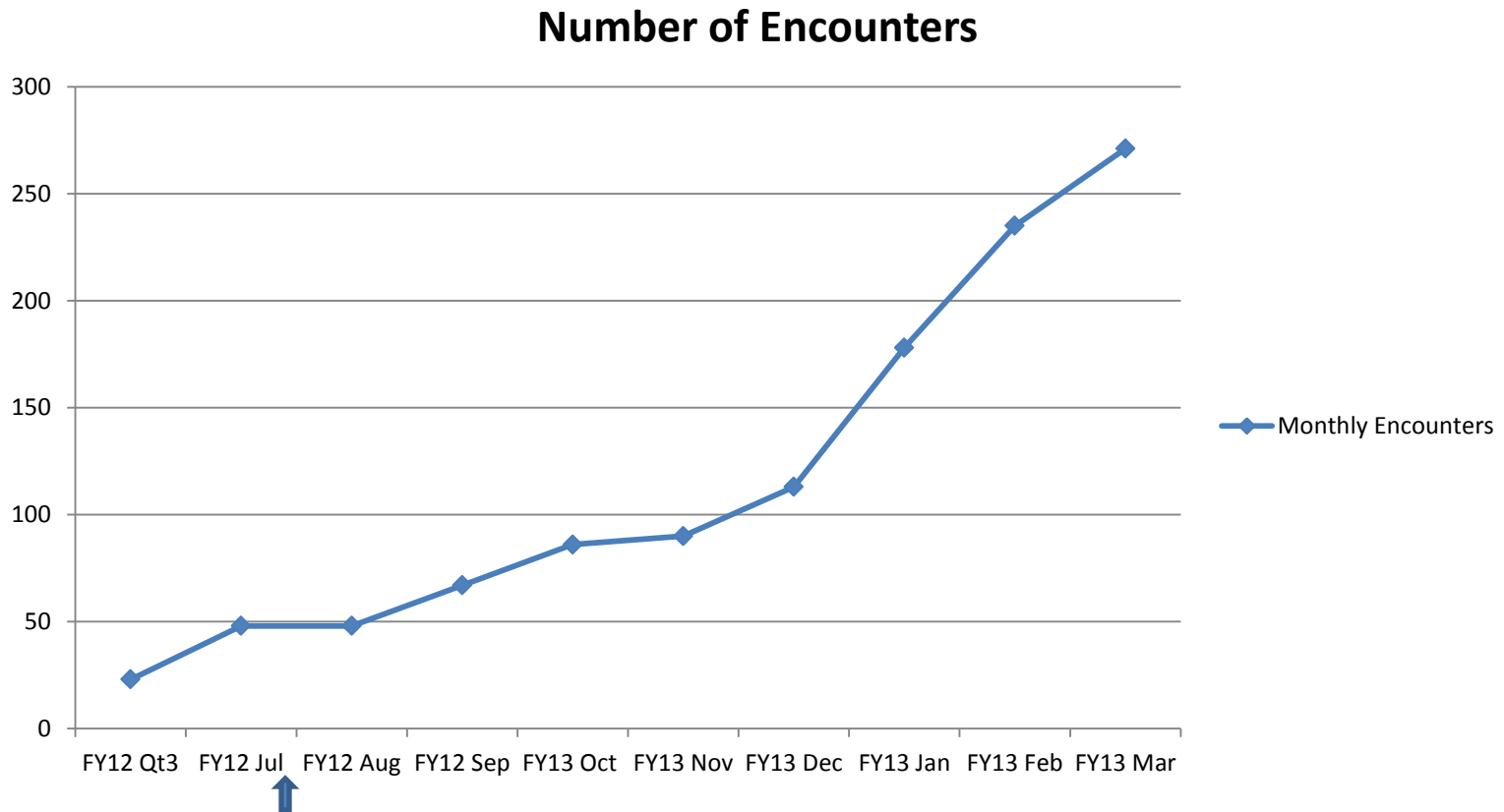
- IMPLEMENTATION**



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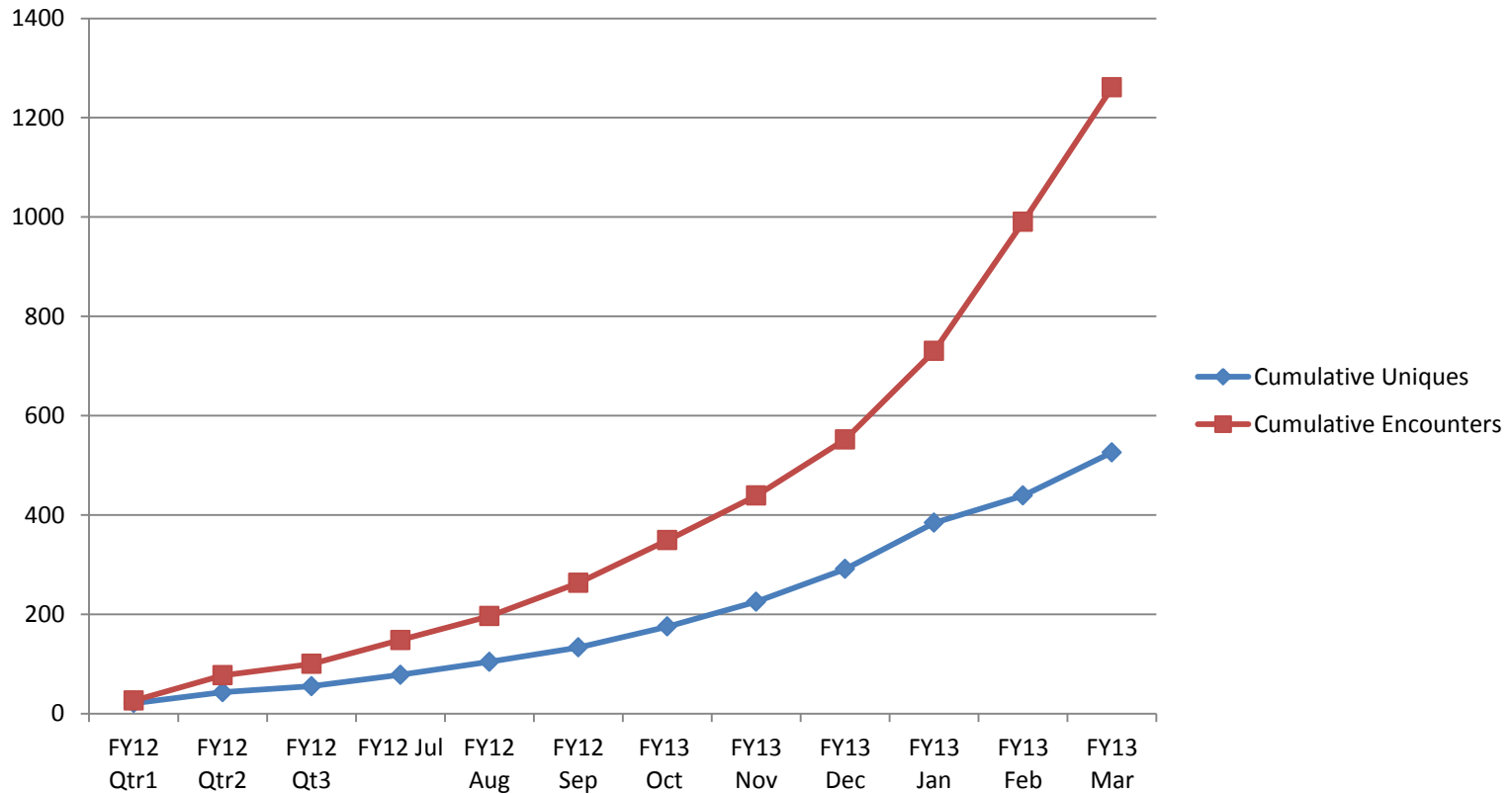
- IMPLEMENTATION**



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- IMPLEMENTATION



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- **IMPLEMENTATION**

- *Uniques treated in Chinle*

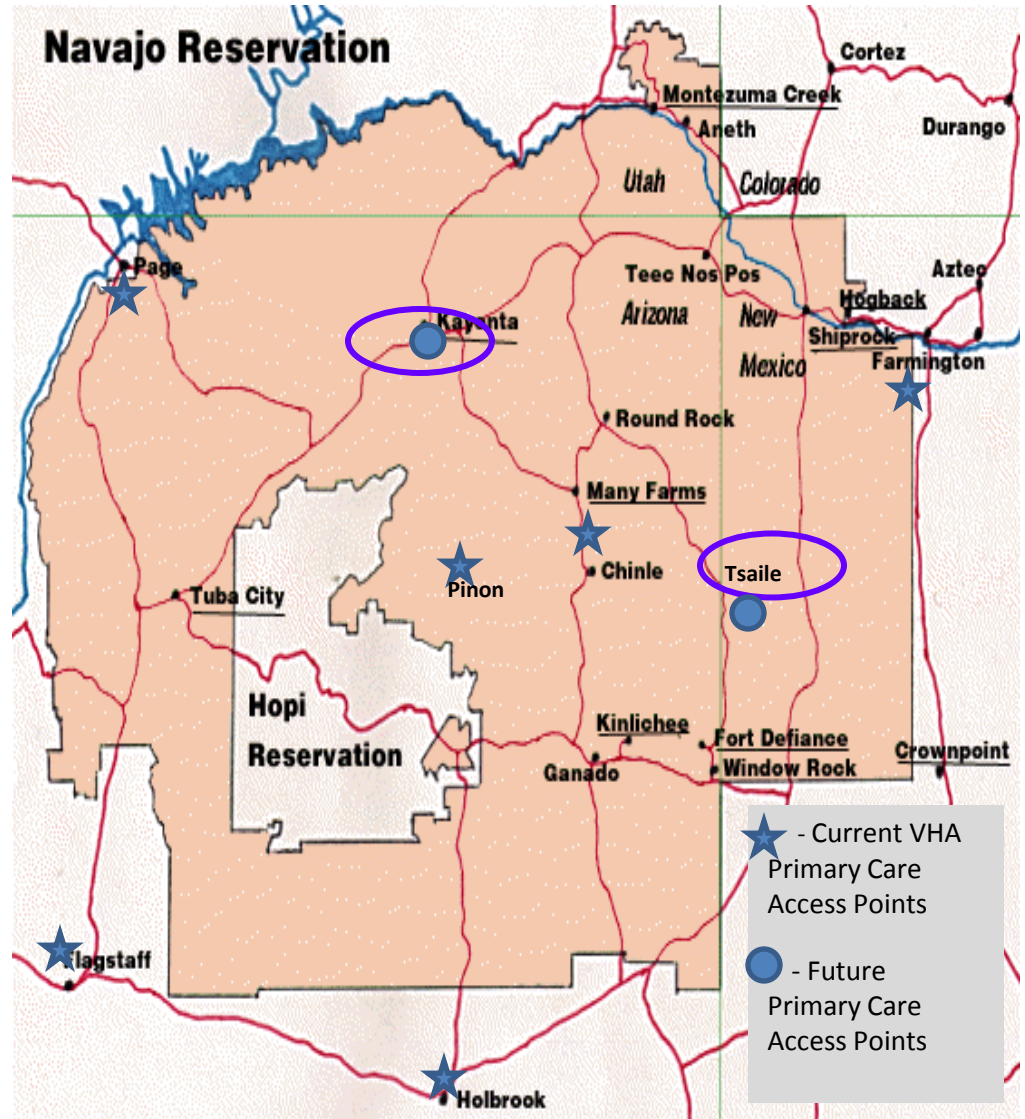
• <i>Primary Care</i>	526
• <i>Mental Health</i>	142
• <i>Comp and Pen Exams</i>	65
• <i>Cardiology (Video)</i>	7
• <i>Assisted with 1010EZs</i>	235
• <i>Code Talkers Served</i>	4

- Services well received in community

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- **Next Steps**
 - **Continue to Assess Health Care Needs**
 - Expand Mobile Clinic reach to *Tsaile* (May 15th 2013)
 - Expand Mobile Clinic reach to Kayenta (August 2013)

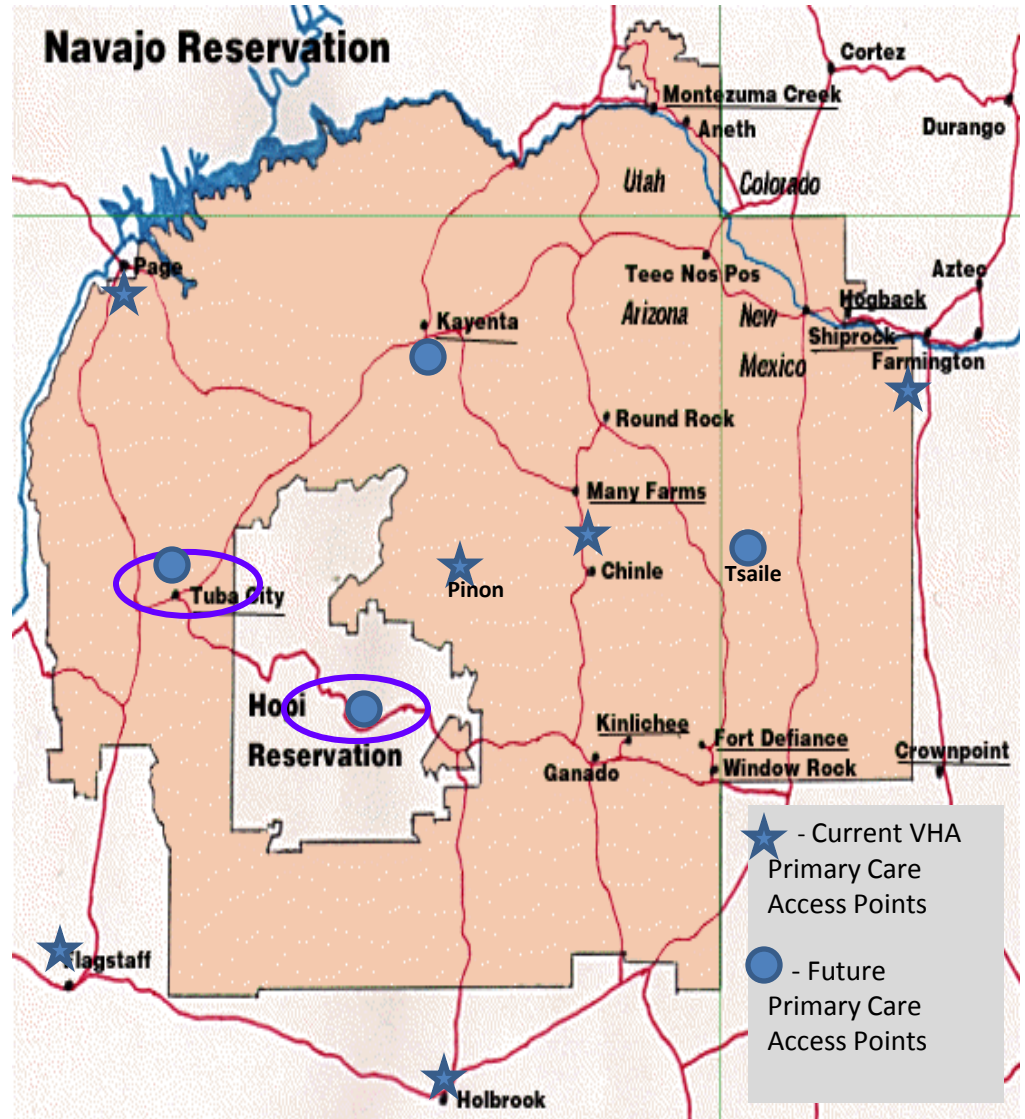


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- **Next Steps**

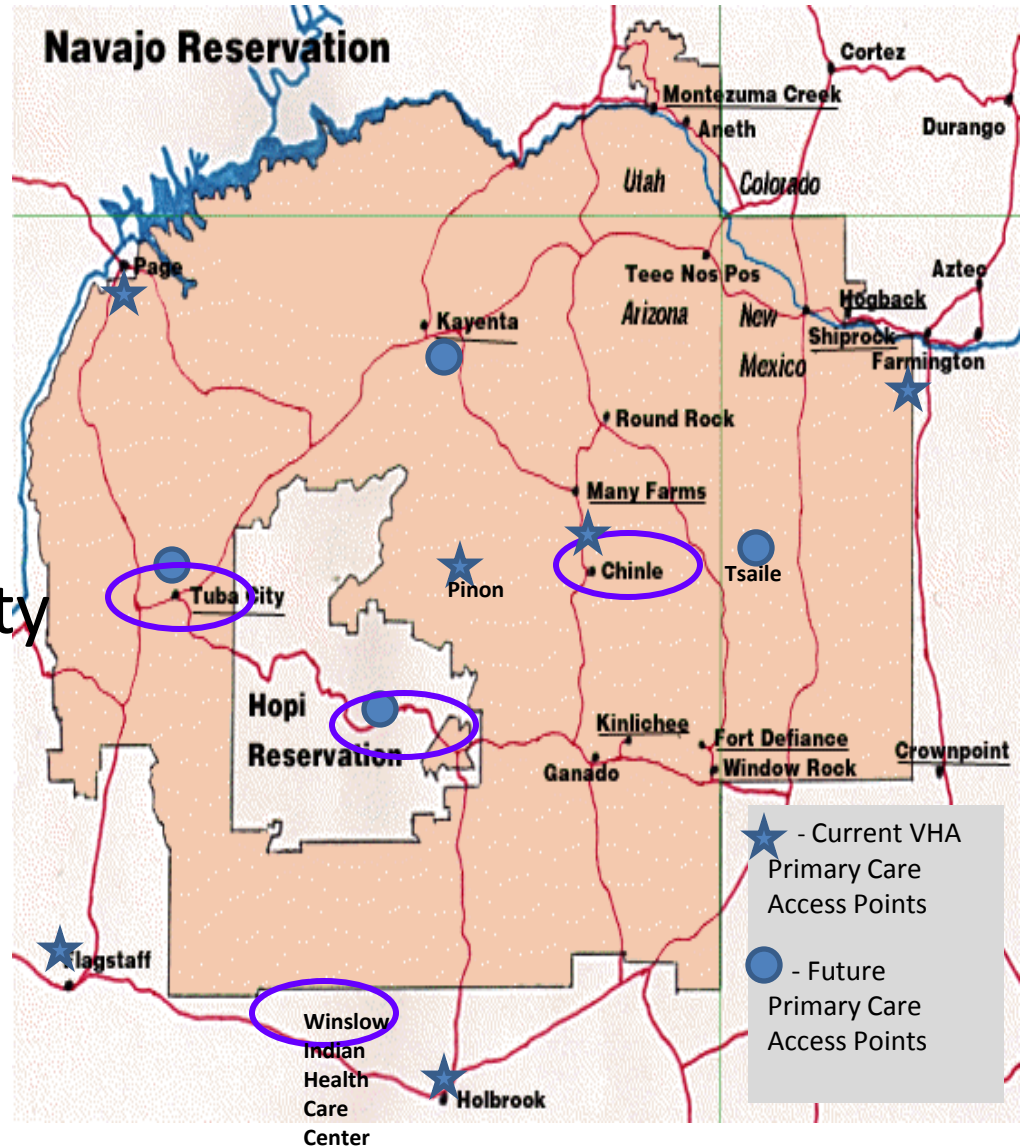
- Space Sharing agreement with Hopi Health Care Center
- Tuba City PTOC FY15



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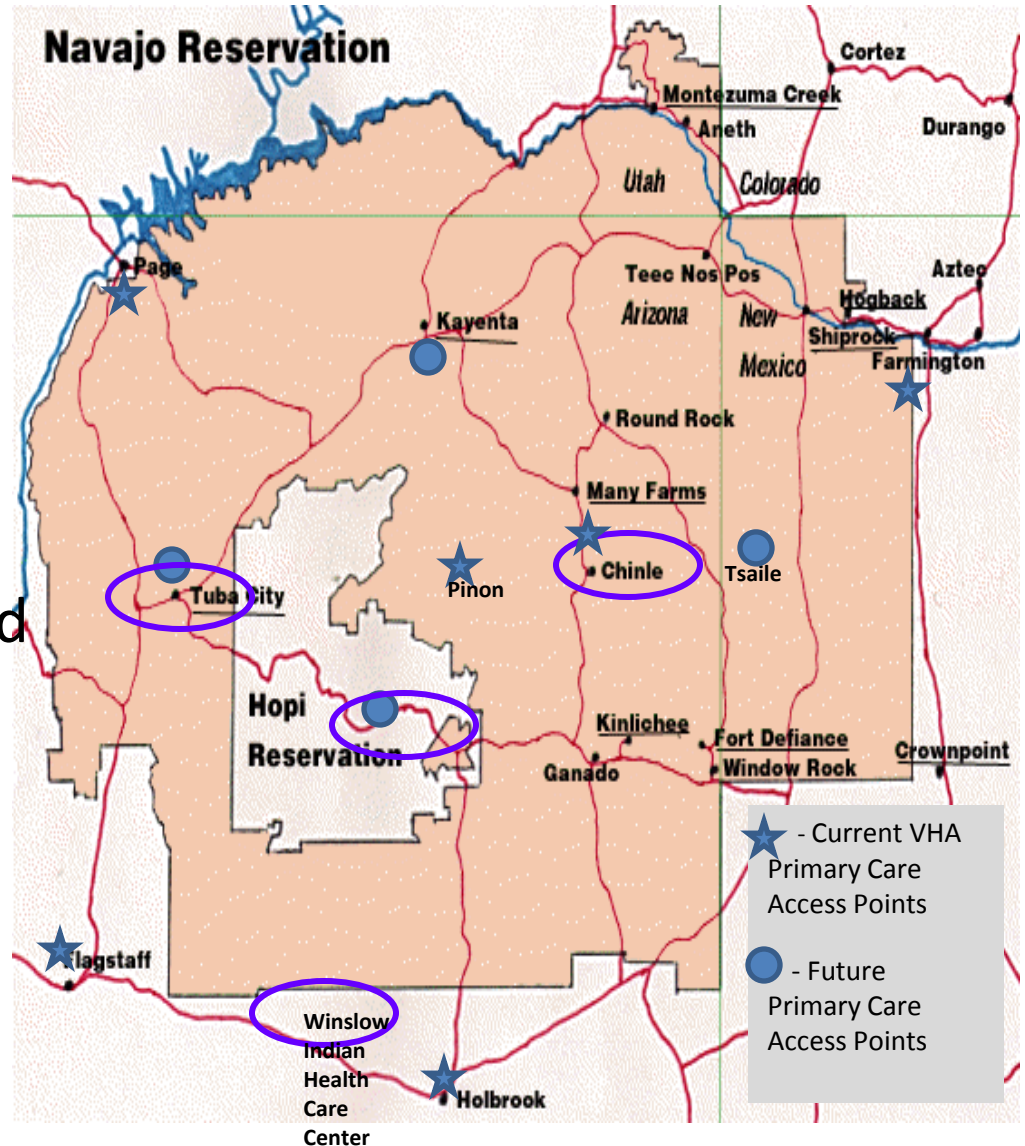
- **Next Steps**
- IHS Phase I Reimbursement Agreements
 - Chinle Comprehensive Health Care Facility
- Future IHS Phases
 - Hopi Health Care Center (TBD)



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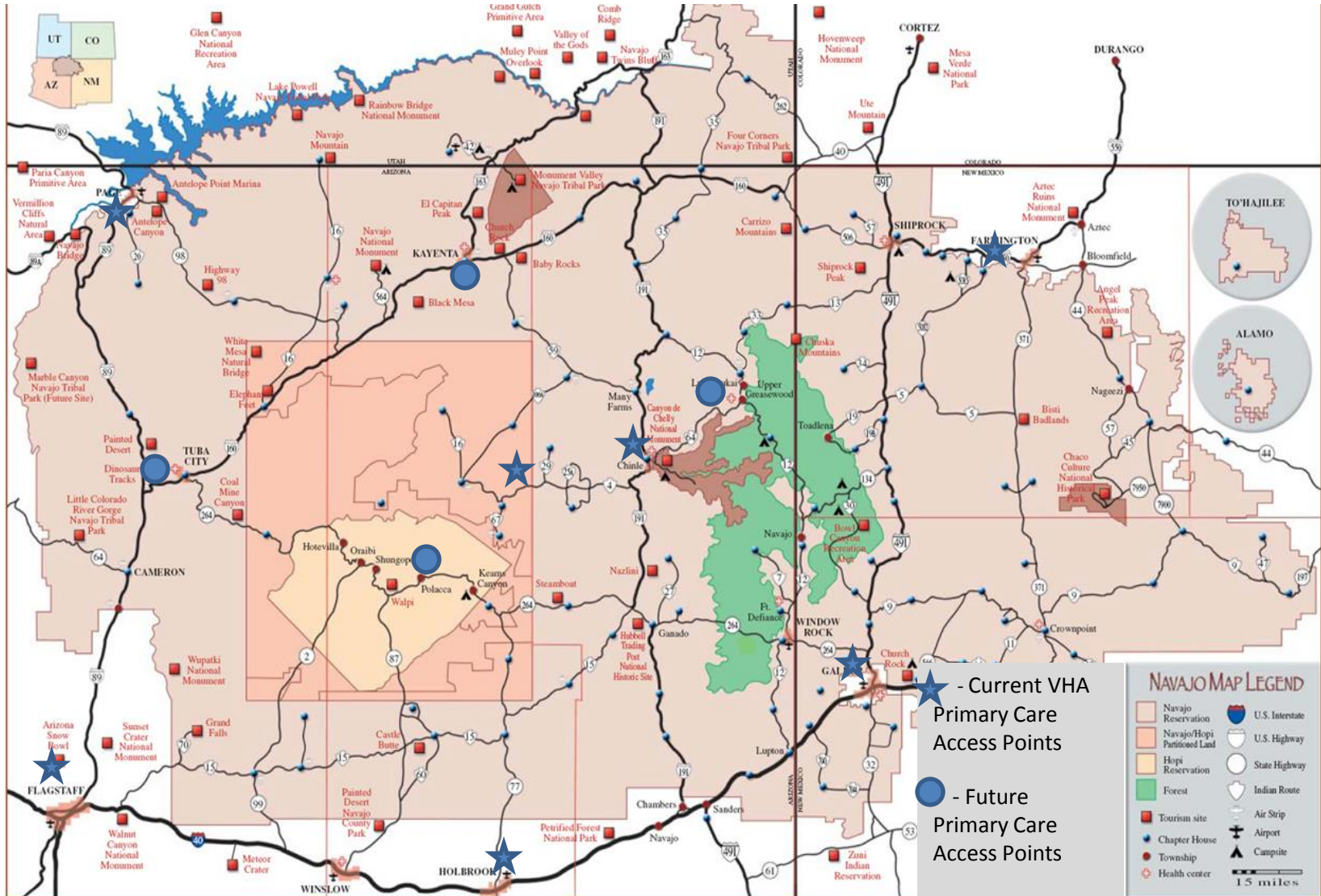
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- **Next Steps**
- THP Reimbursement Agreements
 - Tuba City Regional Health Care Corporation
 - Winslow Indian Health Care Center
 - Others as submitted (No Phases)



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- Nurse Practitioner - Kathleen Kloeckner
- Clinical Social Worker - Ruthie Hunter
- Health Technician- Shawndin Tracy



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- **QUESTIONS?**

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CONTACT

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